

U.S. Department of Housing and Urban Development
1280 Maryland Avenue, SW
Suite 800
Washington, D.C. 20024-2135



OFFICE OF PUBLIC AND INDIAN HOUSING
REAL ESTATE ASSESSMENT CENTER

June 10, 2002

Dear Executive Director:

We are pleased to announce the upcoming fiscal year 2002 Customer Service and Satisfaction Survey sponsored by the Real Estate Assessment Center (REAC) within the Department of Housing and Urban Development's (HUD) Office of Public and Indian Housing (PIH). PIH-REAC's Customer Service and Satisfaction Survey is the fourth indicator of the Public Housing Assessment System (PHAS). It is designed to measure residents' satisfaction with their overall living conditions.

This indicator is worth a total of 10 points. The score is based on three components:

1. Customer Service and Satisfaction Survey results (5 points)
2. Submission of an Implementation Plan certification (2 points)
3. Submission of a Follow-up Plan certification and development of a Follow-up Plan, if required (3 points)

Steps Required of PHAs in the Survey Administration Process

Public Housing Authorities (PHAs) are responsible for the following steps in the survey administration process:






1. STEP ONE: *Updating Unit Address Information in the Public and Indian Housing Information Center (PIC)*

In order to facilitate the process required of PHAs to update unit address information, HUD will now use PIC as the central address repository for unit address information. Thus, PHAs are no longer required to update unit address information in the Resident Assessment Sub-System (RASS), but instead must update unit address information in PIC, and later certify in RASS that unit address information in PIC is correct. The PIC login screen can be accessed at <https://pic.hud.gov/PIC/Logon/userlogon.asp>. Update PIC unit address information based on the current makeup of your property. If residents use the physical addresses of units for mail, you may edit the appropriate building entrance address in the PIC development sub-module if needed. If residents use a "mailing address" (e.g. P.O. Box), then the mailing address must be submitted by uploading a Form 50058 with the correct mailing address in Line 5c via the PIC Form 50058 submission sub-module if it has not already been done successfully.

2. STEP TWO: *Certifying Language Information and PIC Unit Address Information in RASS*

Once PHAs have updated their unit address information in PIC, they are then required to go to RASS to specify their language requirements and certify that both their language specifications and PIC address information are correct. PHAs should adhere to the following steps to certify language and PIC unit address information in RASS:

1. Go to the PIH-REAC Customer Satisfaction Assessment web page. (You may wish to "bookmark" this URL for future reference.) <http://www.hud.gov/reac/products/prodrass.cfm>

2. Click “online systems.” 
3. Click “log in” at the top of the page 
4. Log in using your User Name (begins with “M”) and password. 
5. Specify your PHAs (If you are only assigned to one PHA you will automatically bypass this step)
6. Click on the “Resident Assessment Subsystem” link • [Resident Assessment Subsystem](#) (RASS)
7. Click on the “Unit Address & Language” link 
8. Follow the steps to update language information for all projects.
9. Certify language information and the unit address information that you have already updated in PIC (Step One) 

Please note that the instructions above direct you to update your unit address information in PIC before logging into RASS. You can also access the PIC system from RASS, however please be aware that PIC does not have a link that will allow you to return to RASS from the PIC web page. Thus, once you have updated your unit address information in PIC you will then be required to return to step #1 above to log back into RASS to complete your unit address and language certifications. Please do not click “certify” in RASS until you have updated your unit address information in PIC. If you need additional assistance using the RASS system, please call the **PIH-REAC Technical Assistance Center (TAC) at (888) 245-4860**.

If unit addresses are not updated in PIC and certified in RASS by **June 24, 2002** it may result in the loss of the 5 points possible for the survey section of the Resident Indicator score. This is due to the fact that incorrect addresses increase the number of undeliverable surveys and lowers resident response rates. Without a sufficient number of resident responses, RASS cannot issue a valid survey score. An insufficient number of completed and returned surveys may result in a PHA receiving a zero score for the survey section of the Resident Indicator.

3. STEP THREE: Marketing the Survey to Residents (Implementation Plan)

PHAs are responsible for marketing the survey to residents to help ensure the highest possible response rates. Please read the enclosed **Media Plan Guidelines**. Additional posters can be downloaded from the RASS website at <http://www.hud.gov/offices/reac/products/prodrass.cfm>.

Once PHAs have conducted the activities described in the *Media Plan*, they must go to RASS to complete the implementation form and certify that the required marketing activities were performed. Unlike previous years, the window to certify your Implementation Plan activities will remain open for the duration of survey administration, in order to allow for any extra time that PHAs may need to complete this very important step. The deadline for certifying Implementation Plan activities is **September 2, 2002**.

4. STEP FOUR: Completing the Follow-up Plan

PHAs are required to complete a Follow-up Plan for **any** section in which they receive a score below 75%. The purpose of the Follow-up Plan is for PHAs to address any deficient areas as identified by the survey results. HUD requires PHA staff to submit information regarding its Follow-up activities via the Internet using RASS. The deadline for certifying Follow-Up Plan activities is **September 27, 2002.**

PHAs scoring at or above 75% in **all** survey sections are not required to develop and certify a Follow-up Plan, and will automatically receive the three points for this component of the Resident Indicator.

Survey Administration Previously Delayed/ Revised Business Calendar

The administration of the survey was delayed this year. Due to the delay, the survey assessment cycle will be condensed for PHAs with FYE dates of 12/31/01 and 3/31/02. PIH-REAC has enclosed an updated business calendar with current deadlines pertaining to 3/31/02 PHAs. Please pay close attention to these deadlines and adhere to them so as to promote high response rates and obtain all participation points. To further assist PHAs in obtaining high response rates, PIH-REAC will sample a larger number of residents within each development than it has in previous years.

Enclosures

1. **Business Calendar:** Revised business calendar containing all RASS deadlines for PHAs with FYE 3/31/02.
2. **Timeline:** Quick reference timeline containing key dates for PHAs with FYE 3/31/02
3. **Media Plan Guidelines:** Instructions outlining required marketing activities designed to make residents aware of the opportunity to participate in the Customer Service and Satisfaction Survey.
4. **Posters:** Four posters announcing the Customer Service and Satisfaction Survey. Posters are to be displayed in areas of a PHA's development that are the most visible to residents.

Though not a survey requirement, you are encouraged to download the Customer Service and Satisfaction Survey from the RASS website at <http://www.hud.gov/offices/reac/products/./pdf/reasveng.pdf> and complete it as if you were a resident. Once completed, the survey should be kept for your records. This step provides you with the opportunity to compare your perceptions to that of your residents once survey results are returned. This exercise will assist you in interpreting survey results and in developing a Follow-up Plan, where required.

If you have any immediate questions or concerns, please call the ***PIH-REAC Technical Assistance Center at (888) 245-4860***. This is a toll-free number.

As you know, this is the fourth year the survey has been conducted. The last cycle surveyed was a great success, because of a 41% resident response rate. We could not have achieved this without your cooperation and support. Thank you in advance for your continued participation in this process.

Sincerely,
Elizabeth A. Hanson
Acting Director